QUALITY ASSURANCE

Quality Assurance Team Organization

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                        │    Regional Operator     │
                        └─────────────────────────┘
              ┌──────────────────┴──────────────────┐
  ┌───────────────────────────┐        ┌───────────────────────────┐
  │ Regional System Coordinator│        │ Regional System Coordinator│
  │         (Kokomo)          │        │        (Lafayette)        │
  └───────────────────────────┘        └───────────────────────────┘
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                    ┌─────────────────────────┐
                    │ Regional Quality Assurance│
                    │       Coordinator         │
                    └─────────────────────────┘
        ┌───────────────────────────────────────────┐
  ┌───────────────────────┐          ┌───────────────────────┐
  │ Quality Assurance Team │- - - - - │ Quality Assurance Team │
  │        Member          │          │        Member          │
  └───────────────────────┘          └───────────────────────┘
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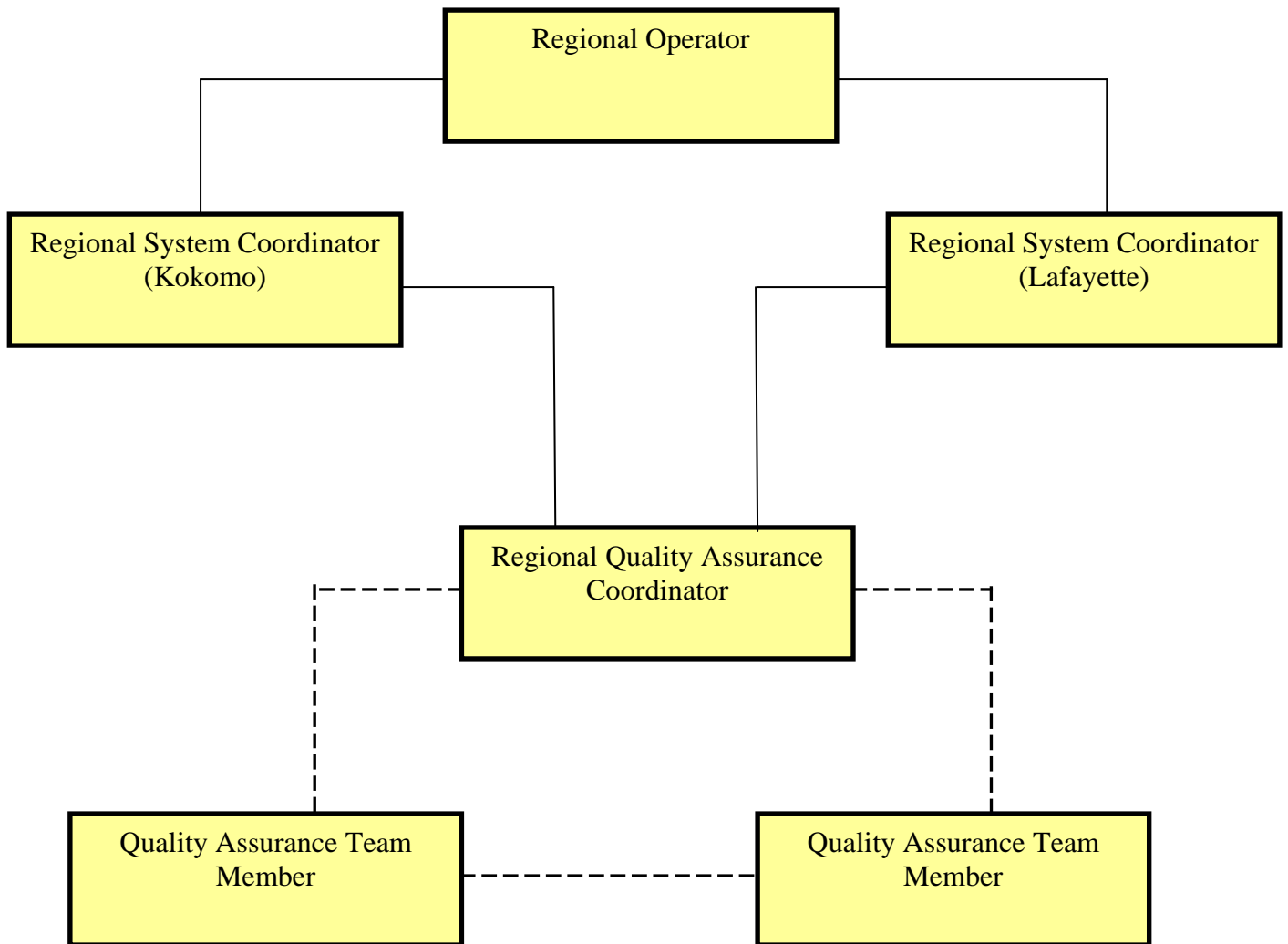
Quality Assurance Team

Mission Statement
The Quality Assurance Team will analyze data to support Leadership, WorkOne Centers, and Teams, Improve customer flow process, and continuously engage customer to achieve high performance

<u>Functional Responsibilities</u>

Data Integrity
- Ensure TrackOne and New job match system are consistent with each other
- Review Data validation and case note quality
- Provide Technical assistance/Training
- Ensure TrackOne data entry and integrity

Examine Data Analysis
- Analyze performance against local Integration Metrics, State, and Federal measures
- Recommend process improvements (show/no show, best results, etc)
- WorkOne Center and Team productivity

Support for Continuous Engagement
- Adherence to the two times in 90 day support standard
- 30 and 60 day alerts
- Electronic notifications to Team Leaders
- Service to "no-shows"
- Track the TAA Key Dates

Customer Engagement Promotion
- Create a Marketing Database for email and mail communication
- "<u>Invite</u>": REA, UI Profiling
- Re-invite the non-engaged customers